



4600 Emperor Boulevard
Durham, North Carolina 27703

**Request for Proposals
Audio Visual/Videoconferencing (AVVC) System
RFP #2013-200**

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1.0 Instructions for Vendors

1.1 Introduction and General Conditions

1.1.1 Alliance Behavioral Healthcare (Alliance)

1.1.1.1 History of Alliance

On July 1, 2012, Alliance Behavioral Healthcare, a Local Management Entity/ Managed Care Organization (LME/MCO) was formed as a result of the merger of two LMEs, The Durham Center and Wake County LME. Prior to the merger, the two LMEs operated as departments under the local county governments and as such relied on the two counties, Durham and Wake, to provide IT infrastructure, telephone service, and host the LME networks and server farms.

Starting in January 2012, The Durham Center began the effort of selecting a new facility to house the LME/MCO, later named Alliance, developing plans to create Alliance a self-sustaining technology infrastructure, and scheduling the relocation of personnel and the implementation of the technology infrastructure prior to July 2012. To that end an existing, but previously occupied facility at 4600 Emperor Boulevard, Durham, NC was selected. The facility was completely renovated and staff relocated in August 2012. Alliance began managed care operations on February 1, 2013, and is responsible for the management of publicly-funded mental health, intellectual and developmental disability and substance abuse (MH/I-DD/SA) services in Durham, Wake, Cumberland and Johnston counties. In addition to the Emperor Boulevard location, Alliance has staff and contractors at four local site offices in Durham, Raleigh, Fayetteville and Smithfield, NC.

More information on Alliance may be found at www.alliancebhc.org.

1.1.1.2 The Objectives of the Solicitation

Managing MH/I-DD/SA services for consumers is a 24/7/365 responsibility necessitating communications between Alliance, and with providers, patients, and consumers. An Audio Visual/teleconferencing system will enhance communications, facilitate timeliness, and reduce travel.

Alliance invites audio visual / video conferencing (AVVC) providers to submit information and financial quotes addressing the AVVC provider's ability to provision, implement, and maintain solutions meeting the requirements of the request for proposal (RFP). This RFP sets forth the requirements for providing all materials, services and other deliverables and solicits a detailed financial proposal from vendors to include pricing and service descriptions in the specified format.

1.1.2 Public Release of Information

News releases, articles, brochures, advertisements, prepared speeches and other information releases concerning this RFP, or any subsequent contract or activity related thereto, may not be made without the prior written approval of Alliance.

1.1.3 Valid Period of Offer

The pricing, terms and conditions stated in the proposal shall remain valid for a period of 90 calendar days from the date the proposal is received by Alliance.

1.1.4 Proposal Completeness and Intention

Each responding vendor is advised to read this RFP carefully. Any and all exceptions to an item in this specification **must** be duly noted and explained in the proposal. Failure to take exception to any item shall be considered as both the intention and the ability of the vendor to fully comply with that item within the quoted price. Responding vendors should make a careful examination of the scope of the work and its proper implementation so as to include in their RFP response all costs deemed proper and sufficient to cover all contingencies essential to the installation of the proposed system, notwithstanding that every item or contingency is not specifically mentioned herein.

1.2 Contract Award

1.2.1 General

Alliance intends to award a contract to a single prime vendor. The selected prime vendor must assume responsibility for material, labor, documentation, installation, warranty, maintenance, applicable permits, etc. and all other products and services in support of the requirements. Alliance reserves the right to award the contract on "Best Value Analysis".

1.2.2 Subcontracts

Although not prohibited, subcontracting is not desired. Any and all subcontractors shall be identified in the response to this RFP. The prime contractor is solely responsible for all products and services provided to satisfy the RFP requirements and specifications.

1.2.3 Right of Rejection and Award

This RFP is not an offer to contract. A response to this RFP or receipt by Alliance of a proposal:

1. Does not obligate Alliance to award a contract to any vendor.
2. Does not limit Alliance's right to negotiate
3. Does not require Alliance to purchase all components proposed. ***Respondents must provide pricing that will be honored for all or portions of the solutions proposed.*** Alliance specifically is not obligated to contract for all of the solutions proposed, or to contract for partial solutions within a designated schedule or timeframe.

Failure to provide a full response to any section of this RFP may subject the proposal to disqualification. Alliance reserves the right to accept or reject any or all responses to this RFP in whole or in part and enter into discussions and/or negotiations with one or more vendors.

Based upon submitted financial responses, respondents should anticipate that Alliance may opt to install AVVC equipment/solutions in selected areas as opposed to every area.

1.2.4 Price Protection

Respondents should state the length of the time that the discount rate and the pricing provided in the RFP response will be honored should Alliance elect to install the solution in phases.

1.2.5 Vendor Evaluation

Alliance will evaluate each proposal on a best value analysis which will include but not be limited to price, equipment proposed, delivery and installation schedule, etc.

1.3 Bid Process and Proposal Requirements

1.3.1 Pre Bid Conference

A mandatory pre-bid conference will be held at the location identified below at the date and time presented below in the schedule of events:

Alliance Behavioral Healthcare
4600 Emperor Boulevard
Durham, NC 27703

Attendance is ***mandatory*** for all vendors intending to respond to this RFP. The vendor shall provide the name, address, telephone number, fax number and e-mail address for the vendor contact that is authorized to submit questions, receive answers, receive RFP revisions, etc. This information ***must*** be made available at the pre-bid conference.

It is highly recommended that:

1. The RFP be read before the pre-bid conference.
2. Vendor representatives who will actually respond to the RFP attend the pre-bid conference.
3. The selected vendor's installers attend the pre-installation meeting.

1.3.2 Questions

Questions regarding information within this RFP, or questions regarding any aspect of this solicitation are to be presented in writing prior to the pre-bid conference per the dates in the "Schedule of Events" below.

Questions should follow the order of the RFP and be submitted via e-mail to Jeanna Berry and Derrick Cave at jberry@alliancebhc.org, and dcave@alliancebhc.org. All questions will be reviewed, discussed and answered at the pre-bid conference.

Alliance may also respond to questions via email following the pre-bid conference.

1.3.3 Proposal Response

Vendors participating in the pre-bid conference will be provided electronic copies of the response documents. The responding vendor will complete and submit the following in the form designated in the table below:

Response Document	Electronically via CD ROM or Flash Drive	Hard Copy in WORD format
A Detailed Textural Response	Yes	Yes
A Summary Textural Response	Yes	Yes
A Detailed BOM	Yes	Yes

1.3.3.1 Detailed Textural Response

The vendor must respond as required below:

Vendors are required to submit written acknowledgement and/or information requested for all numbered RFP sections. The vendor response shall be one of the following (where Vendor Name is the name of the vendor corporation):

1. “Vendor Name has read, understood and accepts the statements and requirements of Section (number) without conditions or exceptions”. **This response is intended primarily for numbered paragraphs in sections 1 and 2.**
or
2. “Vendor Name has read understood and accepts the statements and requirements of Section (number) with the following conditions:” **Requires a response.**
or
3. “Vendor Name has read, understood and does not accept the statements and requirements of Section (number) due to the following:” **Requires a response.**
or
4. **If the numbered section is a question or request for information, the vendor shall provide an appropriate response. Vendors are cautioned that insufficient responses or responses referring the evaluator to a manual may be reason to judge the response “NON Responsive”.**

Response types #2 and #3 require a detailed explanation.

Section(s)	Response
Section 1.1.2	<u>Vendor Name</u> has read, understood, and accepts the statements and requirements without conditions or exceptions
Section 1.3.1- Section 1.3.3	<u>Vendor Name</u> has read, understood, and accepts the statements and requirements without conditions or exceptions

The vendor must provide this textual response as a separately tabbed section in the response binder, with all responses in the order of the RFP sections.

Recognizing the differences in technology, Alliance will allow the vendor to submit alternatives but only after a response to the RFP is provided. Alternatives shall be accompanied by a detailed description of the advantages to Alliance.

1.3.3.2 Summary Textural Response

The vendor must complete the table noting only the items to which the vendor takes exception or rejects. The vendor must provide a two-line description of why the exception was taken. The detail of the exception must be explained in the Detailed Textural Response.

1.3.3.3 A Detailed Bill of Materials

The vendor may provide detailed vendor computer generated “configurations” but must transition the costs associated with those configurations to the appropriate cells in the Excel spreadsheet provided. Please see Attachment I – *Financial Cost Proposal*.

The vendor must subtotal each section.

Any discounts offered must be included in the discount line.

1.3.4 Proposal Format

Electronic copies of the RFP in Adobe Acrobat PDF have been provided via electronic mail to facilitate dissemination within the vendors’ organizations. Specific response packaging requirements include the following:

1. One original and four (4) copies of the comprehensive proposal shall be submitted; i.e. five (5) three-ring hard-back binders.
2. One (1) electronic copy in PDF format on a CD.
3. Page size shall be 8-1/2” x 11” with the exception of glossy brochures or other pre-printed materials.
4. The entire proposal, including all associated literature, should be presented in a single binder.
5. The vendor shall incorporate this RFP in its entirety in the proposal.
6. The vendor textual responses to the RFP sections (described in *Section 1.3.3.1*) should be included as a separately tabbed document within the submitted proposal binder.
7. The responses shall be in the numerical order of the RFP sections so as to facilitate evaluation.

1.3.5 Proposal Response

The original and four comprehensive copies, and the three abbreviated copies of the proposal shall be delivered to:

Ms. Jeanna Berry
Facilities Manager
Alliance Behavioral Healthcare
4600 Emperor Boulevard
Durham, NC 27703

Sealed responses to this proposal must be **RECEIVED** at the above addresses no later than 2:00PM on the date identified in the “Schedule of Events” table below. Responses may be delivered by any means, USPS, Courier, specialized package delivery service or in person; however, all packages **MUST** be received no later than the time and date specified.

1.4 Schedule of Events

The following table identifies the proposed schedule for this project. Alliance and the winning vendor will review actual project dates after the contract award.

Date	Event
April 12, 2013	Release of RFP to prospective bidders
April 22, 2013	Deadline for questions (5:00 PM)
April 29, 2013	Mandatory pre-bid conference, 10:00-11:30am Alliance Corporate office, 4600 Emperor Blvd., Durham 12:30pm – Alliance Wake office tour, 5000 Falls of Neuse, Raleigh
May 17, 2013	Proposals due to Alliance (2:00 PM)
June 5, 2013	Bid evaluation/determination of successful bidder to recommend to Alliance Board for approval
June 6, 2013	Alliance Board approval and award to successful bidder
Within two weeks following contract execution	Start of installation and operation

It shall be the responsibility of the successful vendor to coordinate implementation deliverables in conjunction with Alliance's Facilities Manager.

1.5 Terms and Conditions

In addition to terms and conditions stated elsewhere in this document, all respondents to this RFP shall meet the following terms and conditions. Alliance reserves the right to negotiate additional terms and conditions in the contract awarded to the successful vendor:

1.5.1 Payment of Subcontractors

The vendor shall pay subcontractors in a timely manner for all work done on Alliance premises and shall not, by failing to pay, permit to be recorded against Alliance's property, or any part thereof, or any improvements thereon, any contractor's or subcontractor's liens arising from any claim for damage growing out of this project, or any other claim or demand howsoever the same may arise. In the event, however, that any lien is recorded, the vendor shall, within ten (10) days following recordation and prior to any action to enforce the same, at the vendor's sole cost and expense, cause such lien to be removed. The vendor agrees to indemnify, hold harmless, and defend Alliance, and its officers, employees and representatives, and Alliance's property, from all liability for any and all such liens, claims, demands, and actions.

1.5.2 Code and Procedures Compliance

The vendor will comply with all applicable local, state and federal laws, rules, regulations, electrical standards, fire codes, building codes and manufacturer procedures. Any material, work or equipment found not to be installed in compliance with codes, standards or procedures or as specified herein, will be brought into compliance at the vendor's expense within 10 days of notification.

1.5.3 Technician Certifications

The vendor's installation, service, maintenance and support technician(s) shall be manufacturer certified to install and/or maintain the proposed system equipment. Under no circumstances shall a non-certified technician perform actual installation, service, maintenance or testing of the proposed AVVC systems. The vendor shall furnish copies of the technicians' certification(s) under section 3.0.

1.5.4 Responsibility for Damage

The vendor is responsible for any damages to Alliance or host site facilities or property, which is caused by the vendor or the vendor's subcontractors.

1.5.5 Bid Bond

No proposal will be considered unless accompanied by a security deposit of not less than 5% of the total value of the proposal based upon a three-year contract. Deposits are to be made in the form of cash deposit,

certified check, cashier's check or bond. Any proposal not in accordance with this provision will be deemed unacceptable. The cash, cashier's check or certified check may, at Alliance's option, be retained and deposited to Alliance's account if the successful vendor fails to enter into proposed contract within thirty (30) days after written notification. Bonds of unsuccessful vendors will be returned as soon as the contract is awarded and executed.

1.5.6 Performance Bond

A performance bond will be required of the vendor for the amount of the contract based upon a three year contract. The performance bond shall be due a maximum of two (2) weeks after award of contract.

1.5.7 Vendor Authorization to Supply Products

The vendor represents that it is authorized to supply the products being provided. The vendor shall defend, hold harmless, and indemnify Alliance, its employees and representatives from and against all liabilities, claims, actions, losses, costs and obligations resulting from any action brought against Alliance, its employees and representatives based on any allegation that the vendor was not authorized to provide the products or that those products infringe upon a United States patent or copyright. If injunctive relief is obtained against Alliance's use of a product by reason of such infringement, or if, in Alliance's opinion, a product is likely to become the subject of a claim of such infringement, the vendor shall, at Alliance's option and at the vendor's expense: (1) procure for Alliance the right to continue using the product or (2) replace or modify the product so that no infringement of patents or copyrights exists.

1.5.8 Insurance

1.5.8.1 Insurance and Bonds

The vendor shall secure, pay the premiums for, and maintain in full force and effect throughout the terms of this Agreement, the insurance and bonds specified below and in the RFP. Each policy providing such insurance or bond shall be carried with a reputable company authorized to do business in North Carolina and acceptable to Alliance, and shall name Alliance as an additional insured where permissible. Prior to the effective date of this Agreement the vendor shall furnish to Alliance certificates of all insurance and bonds; and therefore, the vendor shall furnish Alliance with such further evidence of such coverage and of the payment of all premiums therefore, as Alliance, in its sole discretion, may request at any time, and from time to time, during the term hereof. Each such certificate shall indicate the type, amount and class of operations covered and the effective date and the expiration date of coverage and shall contain the following statement: "The insurance coverage provided by this certification will not be canceled or materially altered except after thirty (30) days written notice has been received by Alliance." The minimum insurance and bond coverage required hereunder is as follows:

1.5.8.2 Commercial General Liability

Commercial General Liability Insurance, including coverage for independent contractor operations, contractual liability assumed under this Agreement, products/completed operations liability, and broad form property damage liability insurance coverage protecting the vendor and Alliance up to the combined single limit of at least \$1,000,000 per occurrence for injury to, or death of, any one or more persons by the same accident and for damage to property.

1.5.8.3 Automobile Liability Insurance

Comprehensive Automobile Liability Insurance covering all owned, non-owned and hired vehicles protecting the vendor and the Alliance up to the combined single limit of at least \$1,000,000 per occurrence for injury to, death of, any one or more persons by the same accident and for damage to property.

1.5.8.4 Workers' Compensation

The vendor shall provide and maintain Workers Compensation Insurance as required by the laws of the state of North Carolina, as well as employer's liability coverage with minimum limits of \$150,000 covering all the vendors' employees who are engaged in any work under the contract. If any work is subcontracted, the vendor shall require the subcontractor to provide coverage for any of his employees engaged in any work under the contract.

1.5.8.5 Employee Fidelity Bond

Blanket Employee Fidelity Bond covering loss sustained by Alliance or the hosting center due to dishonest acts of the vendor or its employees, servants, or agents with a minimum limit of \$25,000 per occurrence.

Providing and maintaining adequate insurance coverage is a material obligation of the vendor. All such insurance shall meet the laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in the state of North Carolina. The vendor shall at all times comply with the terms of such insurance policies and all requirements of the insurer under any such policies, except as they may conflict with existing North Carolina laws or this contract. The limits of coverage under each insurance policy maintained by the vendor shall not be interpreted as limiting the vendor's liability and obligations under the contract.

1.6 Outside Resources

VENDOR UTILIZATION OF WORKERS OUTSIDE United States: In accordance with Executive Order #60, the Vendor must detail in the bid response, the manner in which it intends to utilize resources or workers located outside of the United States. Alliance will evaluate the additional risks, costs and other factors associated with such utilization prior to making an award for any such vendor's proposal. The vendor shall provide the following for any proposal or actual utilization or contract performance outside of the United States:

1. The location of work performed under a state contract by the vendor, any subcontractors, employees or other persons performing the contract.
2. The corporate structure and location of corporate employees and activities of the vendors, its affiliates or any other subcontractors.
3. Any vendor or subcontractor providing call or contact center services to Alliance shall disclose to inbound callers the location from which the call or contact center services are being provided.
4. Other Special Terms and Conditions - in addition to terms and conditions stated elsewhere in this document, all respondents to this RFP shall meet the following terms and conditions:

1.7 Understanding

By submitting a response to the RFP, the vendor acknowledges and agrees that:

1. The RFP is understood and the vendor is fully informed of the intent of the RFP and the completeness and quality of the products, materials and services sought.
2. The vendor's proposal will constitute a "bid" and offer to contract, which shall remain irrevocable for a period of 90 days from the date of the opening of bids.
3. The RFP and bid response will be incorporated into and made a part of any contract award to the successful vendor.

1.8 Payment

1.8.1 General

It is Alliance's intention to enter into a contract with the selected vendor ***for part or all of the solutions proposed*** to provide the goods and services described below. Alliance specifically is not obligated to contract for all of the solutions proposed, or to contract for partial solutions within a designated schedule or timeframe. Respondents to the RFP should identify both non-recurring (one-time) charges and recurring charges in "*Attachment I – Financial Proposal*".

Remittance dates for the non-recurring charges and the recurring charges will be determined by the systems acceptance date as defined in the Section 1.8.2 *System Acceptance*.

1.8.2 System Acceptance

The AVVC provider will be responsible for providing a demonstration for designated Alliance personnel. The demonstration will cover every site/room identified by Alliance and every function of each room will be demonstrated, including but not limited to:

1. Video conferencing.
2. Presentations from a local PC.
3. Presentations via the LAN.
4. All SMART Board features.
5. All codec features (broadcasts to and from each site).
6. The ability to use a PC in conjunction with the SMART Board to make presentations.

7. The ability to view the presenter and the presentation simultaneously in video conferencing sessions or video capture sessions.
8. Video and / or audio capture of training and/or presentation sessions in conjunction with the SMART Board note capture feature.
9. The ability to use the LCD panels for audio.
10. All AV sources operational with each output device.
11. All audio must follow and work with video.
12. The adjustments to enable the system to adapt to different viewing and audio requirements.
13. At the 4600 Emperor location, the ability to control 104 functions from room 105 and vice versa.
14. The ability to create and post different digital signage information to the LCD's.

2.0 Executive Summary

2.1 General

The vendor shall provide an executive overview of the proposal, which includes:

1. A brief description of the products and services proposed, including manufacturers and resellers, and the extent to which the solution addresses the specifications.
2. A brief description of the vendor's proposed implementation strategy.
3. A signed letter of commitment by an officer of the respondent's company authorized to bind the respondent to perform and execute the requirements of the RFP in a comprehensive and functionally robust manner leaving Alliance with a fully functional and operational AVVC system.

2.2 Life Cycle Schedule

1. All products proposed must be new and in current manufacture, and NOT have a current end-of-life schedule.

3.0 Corporate and Administrative Information

3.1 General

This section of the RFP requests pertinent information concerning the proposed systems' vendor and manufacturer, as well as defining their relationship, and will assist Alliance in assessing each respondent's ability to provide the system and services requested. The vendor shall provide vendor and manufacturer information as required. Alliance also requires the vendor to provide a copy of the vendor's latest annual financial report in Attachment II – *Vendor Financials*. Financial information may be placed in a separate and sealed envelope and marked as **“CONFIDENTIAL”**.

3.2 Corporate Profile

- Corporate Name:
- Corporate Address:
- Corporate Mission Statement:
- Brief Corporate History:
- Organizational Chart: (The chart must provide an accurate depiction of the organizational structure and include all departments and personnel who will be providing the products and services to the Alliance account.

3.3 Respondent Team Profile

The vendor shall provide the information listed for each of the listed sales team personnel assigned to Alliance account:

Sales Team	Telephone Number	Cellular Telephone Number	E-mail Address
Regional Manager			
Account Representative			
Sales Engineer			
Project Manager			
Lead Technician (System Install)			
Lead Technician (System Maintenance)			

3.4 Company Resources

Please provide the information requested. Local is defined as those technicians who can be on-site at the hosting center or any Alliance location within two hours if needed.

1. Indicate the number of local technicians within your company trained on the proposed systems including HARDWARE and SOFTWARE modules.
2. Indicate the number of similar systems installed in the past 12 months by your organization within North Carolina.
3. Indicate the number of similar systems currently supported with maintenance and/or support contracts for clients within North Carolina.

4.0 References

General

The proposal shall include a brief synopsis of at least three successful deployments of similar scope and complexity to the work required herein. References for North Carolina local governments (counties and municipalities) projects are preferred. Please provide:

Requirement	AVVC Provider Response
The reference company name.	
The location where services have been or are being rendered.	
The contact name and title.	
The contact telephone number.	
A description of the project and/or services provided to the client.	
Client's e-mail address	

Requirement	AVVC Provider Response
The reference company name.	
The location where services have been or are being rendered.	
The contact name and title.	
The contact telephone number.	
A description of the project and/or services provided to the client.	
Client's e-mail address	

Requirement	AVVC Provider Response
The reference company name.	
The location where services have been or are being rendered.	
The contact name and title.	
The contact telephone number.	
A description of the project and/or services provided to the client.	
Client's e-mail address	

5.0 Alliance Behavioral Healthcare AV and Video Conferencing Technology Requirements

5.1 AVVC Solution

5.1.1 Introduction

Alliance seeks the capability to provide video-conferencing between Alliance sites via turn-key installations of integrated audio visual and video conferencing (AVVC) systems for the following Alliance locations:

1. 4600 Emperor Boulevard, Durham, NC 27703
2. 414 East Main Street, Durham, NC 27701
3. 5000 Falls of Neuse Road, Raleigh, NC 27624
4. 521 N. Brightleaf Blvd, Smithfield, NC 27577
5. 711 Executive Place Fayetteville, NC 28301

Turn key is understood to imply, but not limited to, provisioning of equipment, installation, configuration, operation, training, support, etc. The AVVC solution also includes digital signage requirements.

5.1.1.1 Manufacturers

Products from manufacturers are named in the RFP; however, the intent:

1. Is to establish a level of performance and functionality. Other manufacturers' products will be considered if those products are functionally equivalent or greater, generally recognized in the industry as viable, and priced competitively.
2. Is to identify inherent features and benefits of a product without having to itemize those features in the document when the product is mentioned.
3. IS NOT to be considered a final design or a final bill of materials. The AVVC provider or integrator is expected to propose products that when integrated into a total solution will achieve a high level of performance and meet the functionality goals of the RFP. The AVVC integrator is ultimately responsible for the success of the engagement.

5.1.1.2 Integration

The RFP identifies video conferencing systems, audio systems, and smart board technologies that may be used independently or as a fully integrated and collaborative presentation and video conferencing solutions. Currently two locations have installed Polycom video conferencing systems:

1. 711 Executive Place, Fayetteville, NC (Cumberland)
2. 414 East Main Street, Durham, NC (Alliance)

5.1.1.3 Equipment Condition

All proposed equipment must be new, in current manufacture, and supportable through maintenance agreements, manufacturer's warranty, etc.

5.1.2 Current Environment

5.1.2.1 Ceiling Types

The types of ceilings by facility are presented in the table below:

Location	Ceiling Type
4600 Emperor Boulevard	Plenum, Lay-in tiles
414 East Main Street	Plenum, Lay-in tiles
5000 Falls of Neuse	Plenum, Lay-in tiles
521 N. Brightleaf Blvd	NON-Plenum, Lay-in tiles
711 Executive Place	Plenum, Lay-in tiles

For plenum rated locations, all cabling, speakers, back cans etc. must be plenum rated (UL 1480 Listing and UL 2043 Testing certifications). In wall cabling must also be plenum.

5.1.2.2 Current Wide Area Network

The Alliance wide area network (WAN) is presented below:

Location	Circuit Type	Bandwidth	Provider	ISP
4600 Emperor Boulevard to TWT Cloud	Metro E	20 Mbps with 10 Mbps real time	Time Warner Telecom	Peak 10
414 East Main Street to TWT Cloud	Metro E	10 Mbps with 4 Mbps real time	Time Warner Telecom	Peak 10
5000 Falls of Neuse to TWT Cloud	Metro E	10 Mbps with 4 Mbps real time	Time Warner Telecom	Peak 10
TWT Cloud to Peak 10	Metro E	30 Mbps with 15 Mbps real time		
Peak 10 to Internet		10 Mbps		
521 N. Brightleaf Blvd		5 Mbps		
711 Executive Place	Fiber	10 Mbps	Time Warner Cable	Time Warner Cable

5.1.2.3 Site Readiness

4600 Emperor Boulevard

All spaces at 4600 Emperor Boulevard are believed to be ready to accept the requested systems; however, a site inspection by the respondent is required. Features of the spaces are:

1. Ceiling heights are 10'.
2. Wall construction is metal studs covered in sheet rock.
3. Ceiling type is plenum.
4. Ceiling tiles are lay-in.

5000 Falls of Neuse Road

The Executive Conference Room at 5000 Falls of Neuse Road is believed to be ready to accept the requested systems; however, a site inspection by the respondent is a required. Features of the space are:

1. Room size is 21' X 32'.
2. Ceiling height is 10'.
3. Wall construction is metal studs covered in sheet rock.
4. Ceiling type is plenum.
5. Ceiling tiles are lay-in.

414 East Main Street

414 East Main Street utilizes a Polycom HDX 8000-720 Codec.

521 N. Brightleaf Blvd

Cumberland County utilizes a Polycom HDX 8000-720 Codec.

711 Executive Place

Johnston County's VTC space will need to be prepared for the installation of the VTC system. Information regarding the selected space is:

1. 16' 4" X 18'
2. Ceiling height is 8' 9"
3. Sheet rocked walls with metal studs.
4. Non-plenum ceiling.
5. Lay-in ceiling tiles.

A site inspection by potential RFP respondents is required.

5.1.3 Cable Routing

All cabling installed to support AVVC solutions must:

1. Use J-hooks as a pathway.
2. Have J-hooks attached to walls above the grid at stud locations and/or use bar joists as attachment points.
3. Not touch the ceiling grid, ceiling tile, and/or florescent lighting.
4. Must use properly rated Velcro to secure the cable in the J-hook system.

5.1.4 Functionality Sought

The products identified in the RFP contain inherent features and benefits too numerous to itemize, and should be considered in conjunction with the AVVC solution functionality sought, including, but not limited to:

1. Video conferencing.
2. Presentations from a local PC.
3. Presentations via the LAN.
4. Integration of the video conferencing system with the SMART Board technology (PC desktop presentation, touch, writing, storage, etc.).
5. All SMART Board features.
6. All codec features.
7. The ability to utilize LCD's in lieu of speakers for video conferencing audio output.
8. Wireless microphones for flexibility and mobility.
9. The ability to view the presenter and the presentation simultaneously in video conferencing or video capture sessions.
10. The ability to use a PC in conjunction with the SMART Board to make presentations.
11. Video and/or audio capture of training/presentation sessions in conjunction with the SMART Board note capture feature.

5.2 General AVVC Solution Components

The AVVC solution sought will be supported by video conferencing and smart board technology and other components, including but not limited to those components listed below. **Respondents should not consider that listed below to be a design or a complete bill of materials. It is the responsibility of the respondent to incorporate all needed components into a functional design.**

1. A SMART Tech SMART Board such as the 885 series including two wall-mount brackets and equipped with the SmartTech UF75W projector and mounting bracket.
2. An audio system designed to operate fully with the SmartBoard and equipped with:
 - A. A wireless infrared microphone.
 - B. Four ceiling-mounted speakers with appropriated rated (plenum or non-plenum) back cans (**UL 1480 Listing and UL 2043 Testing certifications**).
 - C. A room module that combines an amplifier and infrared sensor.
 - D. A control unit that provides a USB connection to the computer.
3. 55" LCD Panel.
4. LCD Mounting Bracket.
5. Custom configured and installed work area outlets to support the SMART Board 885i5.
6. All converters, extenders, and controllers required to support the configurations.
7. All computer cards to have PC's or laptops function with the AVVC systems, and in particular the audio/video capture card, such as the Osprey.
8. Camera (S-video transport) and mount.
9. Ceiling / overhead microphones.
10. Video switcher.
11. Desk microphones.
12. Video teleconferencing (VTC) system including the codec, appropriate furniture housing/enclosure with casters, power distribution unit (PDU), and retractable display.
13. 7" Touch Panel Controller.
14. Retractable projector screen.
15. J-hooks.
16. Faceplates.
17. Modules.

18. Cables must be of the appropriate type per location (plenum or non-plenum). If plenum, the cables must be listed and tested per Underwriters Laboratories (UL).

5.3 Project Scope

5.3.1 Spaces

The scope of the project includes multiple facility locations including conference rooms, training rooms, board rooms, etc.

5.3.2 Configurations by Space

5.3.2.1 Configuration Summary

There are five sites in four counties presented on the following pages: 1) 4600 Emperor Boulevard, Durham, NC, 2) 414 East Main Street, Durham, NC, 3) 5000 Falls of Neuse Road, Raleigh, NC, 4) 711 Executive Place, Fayetteville, NC, and 5) 521 N. Brightleaf Boulevard, Smithfield, NC.

5.3.2.2 4600 Emperor Boulevard Configuration Details

Rm	Reference	LAN	Codec	Ceiling Mounted Projector	Retractable Projection Screens	Audio Sys	Camera System	LCD	Audio / Video Capture	Digital Signage
105 / 104	Large Training Room	Yes	2	2	2	Yes	Yes		Yes	
208	Board Room	Yes	1	1	1	Yes	Yes	3	Yes	
260	Small Conference Room	Yes						1		
252	Front Corner Conference Room	Yes						1		
236	Director's Office							1		
237	Director's Conference Room	Yes						1		
203	Computer Training Room	Yes		1						
Second Floor Lobby								1		1
First Floor Reception								1		1
Second Floor Break Room								1		1

Table notes:

1. All ceilings are of the suspended grid type.
2. All ceilings are 10'.
3. All ceilings are plenum.
4. One Category 6 and one coax cable are currently installed from the nearest communication room to the LCD locations.
5. One VGA and one HDMI cable are currently installed from a work area outlet 18" AFF to the above ceiling projector mount location in rooms 104 and 105.
6. Retractable screen size should be determined by respondent based upon room size, distance from projector to wall, etc.

5.3.2.3 5000 Falls of Neuse Road Configuration Details

Rm	Reference	LAN	Codec	Smart Board	Ceiling Mounted Projector	Retractable Projection Screens	Audio Sys	Camera System	LCD	Audio / Video Capture	Digital Signage
312	Executive Conference Room	Yes	1		1	1	Yes	Yes	1	Yes	Yes
300	Reception								1		1
320	Break Room								1		1

Table notes:

1. All ceilings are of the suspended grid type.
2. All ceilings are 10'.
3. All ceilings are plenum.
4. One Category 6 and one coax cable are currently installed from the nearest communication room to the LCD locations.
5. One VGA and one HDMI cable are currently installed from a work area outlet 18" AFF to the above ceiling projector mount location and the LCD location in the Board Room 312.

5.3.2.4 414 East Main Street Configuration Details

414 East Main Street is currently equipped with a Polycom HDX 8000-720 codec video conferencing system. The RFP requires the proposed solutions to enable robust video conferencing to and from all sites including 414 East Main Street.

5.3.2.5 711 Executive Place Fayetteville, NC 28301 Configuration Details

711 Executive Place is currently equipped with a Polycom HDX 8000-720 codec video conferencing system. The RFP requires the proposed solutions to enable robust video conferencing to and from all sites including 711 Executive Place.

5.3.2.6 521 N. Brightleaf Boulevard Smithfield, NC 27577 Configuration Details

Rm	Reference	LAN	Codec	Smart Board	Ceiling Mounted Projector	Retractable Projection Screens	Audio Sys	Camera System	LCD	Audio / Video Capture	Digital Signage
		Yes	1				Yes	Yes	1		

5.4 Configuration Descriptions

5.4.1 First Floor – 4600 Emperor Boulevard

5.4.1.1 Large Training Room (Dividable into Two Spaces)

Description

The Large Conference Room consists of two rooms (104 and 105) separated by a soft folding wall. The AVVC configuration for each room will integrate a codec with a ceiling mounted projector and room audio system with wireless microphone features specifically designed for video teleconferencing (VTC) use. All audio (3.5 mm mini TRS), video (VGA), and USB connections are to be made by the AVVC provider to permit the use of the VTC by Alliance personnel.

Functionality Sought

The general functionality sought is for live event VTC functionality for both rooms. Generally, these rooms will act independently of one another, but when the soft wall separating the two rooms is opened, it is anticipated that the codec of either will control all audio and video functions for both rooms.

1. Video conferencing from either room (inbound and outbound).
2. Control both rooms from one room.
3. Connect laptop to local area network (LAN).
4. Connect laptop to Internet.

5. Connect laptop to Codec and projector.
6. Display laptop content from the overhead projector to the AVVC vendor-provided motorized retractable screens.
7. Display codec video conference from the overhead projector to the AVVC vendor-provided motorized retractable screens.
8. Utilize ceiling mounted speakers for audio.
9. Record audio and video.

5.4.2 Second Floor – 4600 Emperor Boulevard

5.4.2.1 Board Room

Description

The Board Room AVVC configuration will integrate the codec with a projector and three LCD's utilizing a room audio system (4 speakers) with wireless microphone features specifically designed for VTC use. All audio (3.5 mm mini TRS), video (VGA), and USB connections are to be made by the AVVC provider to permit the use of the VTC system by Alliance personnel.

Functionality Sought

1. Video conferencing (inbound and outbound).
2. Connect laptop to local area network (LAN).
3. Connect laptop to Internet.
4. Connect laptop to LCD.
5. Display laptop content to the flat panels.
6. Display laptop content to projector.
7. Display codec video conference content to the flat panels.
8. Utilize ceiling mounted speakers for audio.
9. Record audio and video.
10. Display projector on electrically operated retractable screen sized by respondents based upon room size, ceiling height, distance from projector, etc.

5.4.2.2 Small Conference Room 260

Functionality Sought

1. Connect laptop to local area network (LAN).
2. Connect laptop to Internet.
3. Display laptop content to the flat panel.

5.4.2.3 Front Corner Conference Room 252

Functionality Sought

1. Connect laptop to local area network (LAN).
2. Connect laptop to Internet.
3. Display laptop content to the flat panel.

5.4.2.4 Director's Office

Functionality Sought

1. Connect laptop to local area network (LAN).
2. Connect laptop to Internet.
3. Display laptop content to the flat panel.

5.4.2.5 Director's Conference Room 237

Functionality Sought

1. Connect laptop to local area network (LAN).
2. Connect laptop to Internet.
3. Display laptop content to the flat panel.

5.4.2.6 Computer Training Room

Functionality Sought

1. Connect laptop to local area network (LAN).
2. Connect laptop to Internet.
3. Display laptop content to a portable SmartBoard.

5.4.2.7 First Floor Lobby

Functionality Sought

1. Display digital signage or cable television to the flat panel.

5.4.2.8 Second Floor Break Room

Functionality Sought

1. Display digital signage or cable television to the flat panel.

5.4.2.9 Mobile SmartBoards

Alliance requires two (2) mobile SmartBoard solutions consisting of the 800 Series SmartBoard and a mobile locking cabinet such as the FSSBID 100 equipped with power, adjustable height, audio, etc.

5.4.3 Digital Signage – 4600 Emperor Boulevard

Three digital signage locations are identified in the tables above, each requiring a LCD. One location will be equipped with a ceiling mount and two with wall mount swing arms.

5.4.4 Executive Conference Room – 5000 Falls of Neuse Road

Functionality Sought

1. Video conferencing (inbound and outbound).
2. Connect laptop to local area network (LAN).
3. Connect laptop to Internet.
4. Connect laptop to LCD.
5. Display laptop content to the flat panels.
6. Display codec video conference content to the flat panel.
7. Utilize ceiling mounted speakers for audio.
8. Record audio and video.
9. Display projector content on electrically operated retractable screen.

In addition to hardware, the digital signage solution is to include the system software to enable Alliance personnel to create and post events, weather, notices, etc. The system should allow:

1. Centralized control of all three digital signage locations.
2. The ability to present different information on each LCD.

Examples of digital signage offerings include:

1. The inLighten iBox 2
2. The Smart Technologies digital signage solution.
3. WireSpring FireCast.

5.4.5 414 East Main Street and 711 Executive Place

1. Video conferencing (inbound and outbound)
2. Connect laptop to local area network (LAN)
3. Connect laptop to Internet
4. Connect laptop to LCD.
5. Display laptop content to the flat panel.
6. Display codec video conference content to the flat panel.
7. Utilize ceiling mounted speakers for audio.
8. Record audio and video.

5.4.6 521 N. Brightleaf Boulevard

1. Video conferencing (inbound and outbound)
2. Connect laptop to local area network (LAN)
3. Connect laptop to Internet
4. Connect laptop to LCD.
5. Display laptop content to the flat panel.
6. Display codec video conference content to the flat panel.
7. Utilize ceiling mounted speakers for audio.
8. Record audio and video.

6.0 Implementation Requirements

6.1 General

The AVVC provider shall perform all work as required or necessary to comprehensively complete the installation of the proposed AVVC system, performed by technicians certified to install the proposed system.

The installation shall follow manufacturer's guidelines and in the absence of guidelines, follow industry-standard "best practices".

6.2 Physical Infrastructure Preparations

6.2.1 General

This section addresses the physical infrastructure preparations that are to be made per the respondent's requirements for installation of the proposed systems. The table below presents a summary of the site preparedness:

Location	LCD Backing	LCD Outlets	Video & HDMI Projector Cabling	Video & HDMI LCD Cabling
4600 Emperor	In place	In Place	In Place	In Place
5000 Falls of Neuse	In place	In Place	In Place	In Place
521 N. Brightleaf Blvd	None	None	None	None

Table notes:

1. 711 Executive Place and 414 East Main Street are operational VTC sites using Polycom codecs.
2. The respondents will be responsible for physical preparations for added equipment such as cameras, speakers, etc.
3. Brightleaf Boulevard will require full preparation.

6.2.2 Cable Types

Cabling type should be selected based upon the ceiling type:

Location	Ceiling Type
4600 Emperor	Plenum
5000 Falls of Neuse	Plenum
521 N. Brightleaf Blvd	Non-plenum

6.2.3 AVVC Cable Routing

Cables will be routed from WAO's to the ceiling cavity. Cable Routing above the ceiling grid will be:

1. Suspended above the grid and will **NOT** cross or contact florescent light fixtures.
2. Suspended with J-hooks at intervals of no more than 5' using plenum rated Velcro (if appropriate) to secure cables in the j-hooks.
3. Routed at corners at right angles.

6.2.4 AVVC Cable Termination

All AVVC system related cables from components controlled by the VTC, SMART Board, or the audio system will be terminated in either existing WAO's or AVCC provided WAO's.

6.2.5 LCD Video Cables

All LCD panel video feeds not currently in place will be supplied by the AVVC provider.

6.2.6 Speaker Cable

The AVVC provider will select and install the appropriate **plenum or non-plenum rated** cable for speaker applications.

6.2.7 Camera Cable

The AVVC provider will select and install the appropriate **plenum or non-plenum rated** cable for camera applications.

6.2.8 Microphone Cable

The AVVC provider will select and install the appropriate **plenum or non-plenum rated** for microphone applications.

6.3 Work Area Outlet Configurations

6.3.1 Modules

The AVVC provider will furnish termination modules that will provide all necessary input/output connectivity to the VTC, the SMART Board, the audio system, cameras, TV's, and LCD's in WAO's.

6.3.2 Faceplate Labels

Every WAO faceplate will be labeled to correspond with its location, and every wire not hidden in the wall/ceiling will be labeled to describe where it is terminated. Labels are NOT to be hand written but printed on a P-Touch Labeler or equivalent.

The final labeling schema will be a field implementation task order and agreement reached with Alliance IT staff.

6.3.3 Aesthetics Acceptance

All hardware must be aesthetically pleasing under this contract and be usable in both form and function.

6.4 SMART Board Installation

6.4.1 Mobile Cabinet

The Smart Board will utilize the manufacturer's mobile cabinet to attach the SmartBoard. The provider will be responsible for all assembly of the cabinet and the SmartBoard to manufacturer specification.

6.4.2 Projector Mounting Bracket

The projector will utilize the manufacturer's recommended mounting bracket supported per manufacturer installation guidelines.

6.4.3 Cabling

The respondent will provide and install any and all cables, and cable management within the mobile cabinet to allow laptop, PC, and peripherals connectivity.

6.5 Audio System Connectivity

The Alliance AV project audio systems consist of two configurations:

1. Four ceiling mounted speakers for audio distribution and also wired to the presenter PC for playing any audio playback needs. The wireless microphone will work with the system without the need for any manual switching to occur for either device to be used.
2. The use of LCD panels for audio distribution within the room.

Plenum ceilings require ceiling mounted speakers be equipped with UL plenum listed and tested back boxes.

6.6 LCD Panels

6.6.1 LCD Size

The size of the LCD's will be determined by the respondent based upon room size, ceiling height, etc.

6.6.2 Connections

At least one VGA, one network, and multiple USB and HDMI connections are required.

6.6.3 Speakers

The LCD's must have built-in speakers and amplifiers for audio output.

6.6.4 Mounting

LCD's will use both ceiling mounting and wall mounting kits (with swing out arm).

6.7 Microphone and Camera Installations

6.7.1 Microphones

The AVVC provider will be responsible for designing and choosing the appropriate type, quantity, and location of ceiling microphones in all applicable configurations.

6.7.2 Cameras

The AVVC provider will furnish cameras as required, attractive wall mounts for the cameras, and the camera power supplies (power supplies will be mounted in conjunction with the cameras). Cable management should be adhered to so as to create a well groomed and aesthetically pleasing installation.

6.8 Overhead Projector Mounting

6.8.1 Projector

The AVCC provider will furnish overhead projectors. The projectors will be secured to a projector mounting bracket connected to a 2' X 2' grid plate reinforced with appropriate gauge cable attached to the deck above for support.

6.8.2 Projector Screen

The projector screen shall be of the retractable type and electrically operated. The size of the screen will be determined by the respondent based upon room size, ceiling height, distance from the projector, etc.

Alliance has also requested in the financial proposal, pricing for a manually operated screen.

6.9 Computer Hardware & Software Installation

The AVVC provider will be responsible for installing all AVVC required hardware and software on Alliance provided desktop personal computers, including testing all software in both laptops and desktops. Alliance IT department will be responsible for coordinating this part of the installation and will have the final decision in the manner the work is to be performed.

Control programming to be provided to Derrick Cave.

6.10 Component Mounting

It will be the responsibility of the AVVC provider to determine a safe, secure, aesthetically pleasing, and lasting procedure for mounting all hardware. All mounting installations must meet the manufacturer's suggested method of installation or supersede it. Installation that does not meet the manufacturer's minimum requirements will not be accepted and will be the sole responsibility of the AVVC integrator to repair and/or replace.

6.11 Cable Management

The AVVC provider will be responsible for all cable management and grooming, and must bundle all cabling neatly and with Velcro ties. Under no circumstances are plastic wire ties to be used.

6.12 Miscellaneous Supplies and Materials

The AVVC provider will furnish all cables, fasteners, power strips, etc. required.

6.13 Training

6.13.1 General

The AVVC provider will be responsible for providing eight hours of instruction to Alliance staff.

6.13.2 Training Plan

The AVVC provider must include a suggested training plan identifying recommendations for:

1. What is to be imparted?
2. Who is to be trained?

3. Background for those to be trained.

6.13.3 SMART Board Replacement Lamps

The AVVC provider will furnish one (1) additional projector replacement lamp for every SMART Board installed and will train the Alliance IT staff on its replacement.

6.13.4 Camera and Projector Alignment

The AVVC provider shall also train the Alliance IT staff on how to properly align all cameras and the projector with the SMART Board. This training will not be counted under the required eight (8) hours of instruction.

6.14 Owner Responsibilities

Alliance assumes limited responsibilities in the implementation effort, including:

1. Providing the AVVC provider with access to buildings to allow information gathering in preparation for the implementation, configuration, and operation.
2. Providing a Project Manager as the main project contact for the AVVC provider team.
3. Facilitating interactions with other trades and/or vendors to promote information exchanges and/or activities required for the installation, implementation, and operation.
4. Providing network and power connections only. (Cables are not included.)
5. Providing the pre-determined conduit and boxes inside the walls.
6. Providing a set of floor plans to the AVVC provider for project use.

7.0 Non-Technical Implementation Requirements

7.1 General

Alliance requires the AVVC provider to apply the appropriate resources with the required intensity using organized and thorough processes to ensure a successful implementation of the proposed AVVC system.

The AVVC provider shall prepare all software, hardware, cabling, and documentation to facilitate an organized, well planned, minimally complex, and minimal risk implementation.

7.2 Code Compliance

The AVVC provider will adhere to all local, county, and state of North Carolina code requirements.

7.3 Site Orientation

The AVVC provider will be required to adhere to any requests set forth by the Alliance property manager including but not limited to:

1. A mandatory safety orientation for every AVVC worker on the job site.
2. Dress code.
3. Safety apparel.
4. Compliance with the Jessica Lunsford Act.

7.4 Materials Management

The AVVC provider is responsible for delivering all equipment and materials to the project sites. All shipments to and from the facilities shall be made at the AVVC provider's expense. Materials may be stored on site in an area acceptable to Alliance and the AVVC provider at the risk and sole responsibility of the AVVC provider. Supervision of packing, unpacking, and placement of equipment shall be furnished by the AVVC provider.

The AVVC provider will remove, on a daily basis, all empty cartons, crates, boxes, and debris from the project sites. The service provider may use Alliance site trash containers. The AVVC provider shall keep all hallways and all working areas clear so as to not interfere with Alliance business operations.

7.5 Permits

The AVVC provider shall secure any and all permits and permissions as required by all incorporated municipalities, applicable counties, the State of North Carolina, and any applicable regulatory agency prior to initiating installation.

7.6 AVVC Project Team Personnel Resources

7.6.1 Project Manager

The AVVC provider shall assign an experienced project manager who shall maintain a consistent presence on the project and have intimate knowledge about all project attributes. The project manager shall bear the AVVC provider's responsibility for directing all project efforts, including, but not limited to:

1. Having full knowledge of the RFP, its requirements, and the AVVC provider's response.
2. Overseeing completion of project milestones on or prior to targeted dates.
3. Coordination of all logistical functions.
4. Representing the AVVC provider at project meetings.
5. Maintaining a current project schedule and presenting the updated schedule to Alliance's project manager on a weekly basis.
6. Active monitoring of project progress and management of the AVVC provider's project resources.
7. Ensuring that all AVVC provider personnel adhere to Alliance rules and procedures including safety, smoking policies, proper attire and conduct, entry and exit to/from the sites, etc.
8. Maintaining a direct line of communication with the Alliance Project Manager including continuous updates on project progress.

9. Maintaining and facilitating communications within the AVVC provider's organization and all departments/groups involved in the implementation and cutover.

7.6.2 Technicians

AVVC technicians shall be responsible for the following:

1. Being fully knowledgeable of the technical aspects of the RFP and its requirements.
2. Adherence to all industry and manufacturer standards, specifications, and procedures.
3. Adherence to all property management and/or Alliance rules and procedures (including safety, smoking policies, proper attire and conduct, entry and exit to/from the facility, etc.).
4. Maintaining an on-going awareness of project schedule milestones.
5. Notifying the AVVC service provider project manager and Alliance's project manager of any circumstances which may delay completion of project milestones, jeopardize the success of the transition, or otherwise impact the project schedule.

7.7 Project Implementation Schedule

The AVVC project manager shall schedule a project kick-off meeting **no more than two weeks** after contract award. The project manager shall deliver the projected project implementation schedule to the Alliance project manager at this meeting, and shall also provide a written listing of the AVVC provider lead technician(s) and any subcontractor technicians who will be performing project activities at the facility.

7.8 Implementation Plan

7.8.1 Initial Implementation Plan

The AVVC provider's RFP response should include a general project implementation plan identifying all milestone activities, estimated dates, assigned responsibilities, and shall identify critical path items. The AVVC provider at the pre-installation meeting shall provide a final, more detailed version of the project implementation plan. The service provider shall propose a general Project Implementation Plan based upon:

1. The project milestone dates listed in the Schedule of Events section above.
2. The AVVC provider's review of this RFP.
3. The AVVC provider's on-site inspection of the Alliance facilities.

7.8.2 Final Implementation Plan Submission

The AVVC provider Project Manager shall submit a **written** and revised implementation plan to the Alliance Project Manager for review at the time of the project kick off meeting. This plan shall specifically indicate the following:

1. The specific sequence of events planned during the installation.
2. The service provider's proposed resources and work schedule.
3. A detailed activities list with the responsible party identified (AVVC provider, Alliance, others, etc.).
4. The planned start and end time of each activity.
5. A list of all involved resources including telephone numbers, cell numbers, etc.
6. And any other information relevant to the implementation startup.

This plan will be reviewed by Alliance and any modifications will be discussed with the AVVC provider Project Manager. The implementation plan must be approved by Alliance prior to the implementation. Once approved, the implementation plan will not be changed unless a significant issue with the plan is identified.

As part of the implementation plan, the AVVC provider shall develop a contingency plan that addresses emergency or critical situations that may place the success of the implementation in jeopardy. The plan shall identify the technical support escalation procedure. This procedure shall identify each step and appropriate contact (including names, telephone numbers, cellular numbers, and other relevant information) to be utilized to address any situation where the lead technician requires immediate support to resolve a technical problem. The procedure shall include all steps and contacts necessary to ensure access to support resources at each level on a 24 hour/day basis.

7.9 Documentation

Upon completion of the project implementation, the AVVC provider shall provide detailed documentation of all system components implemented including, but not limited to:

1. An as built drawing of all cabling to all components.
2. One printed user manual for each component.
3. Two electronic user manuals for each component.
4. Training manuals.

The documentation shall be presented in a neatly packaged format that shall include tabbed and indexed sections placed in a ring binder along with a CD-ROM containing an editable, digital copy.

7.10 Post Acceptance Service

7.10.1 Service Affecting Incidents

The AVVC provider shall provide Alliance a toll free number to report any problems from the time of acceptance. The AVVC provider shall receive and log all calls, and take immediate action to correct the situation. **Any Help Desk request outstanding after 4 hours shall be identified to the service provider's Project Manager for resolution discussion and escalation.** The AVVC provider shall staff the incident reporting location with adequate resources to meet the 4-hour correction time.

7.10.2 Service Provider Personnel and Schedule

The AVVC provider shall provide adequate local personnel to support the implementation and immediate post acceptance use by Alliance.

8.0 Support Services Specifications

8.1 General

This section of the RFP addresses the requirements for contract AVVC services for Alliance. Alliance expects the AVVC provider's solution to be all encompassing and that maintaining all equipment, software, and components fall into the AVVC provider's inherent obligation and capabilities. Alliance deems this inherent obligation to exist as a result of the contractual obligation to Alliance to maintain the operational level of the AVVC solution at the highest capacity in return for the monetary investment.

8.2 Systems Support Levels

The AVVC provider shall provide support services for the new systems installed in the Alliance sites in the manner described above.

8.3 Service Trouble Call Process

8.3.1 Contact Process

The AVVC provider shall identify the process for Alliance personnel to follow when initiating service trouble calls. This shall include, at a minimum, an 800 number where a "live" service provider representative is available 24 hours/day, 7 days/week (i.e. **NO** answering service). Additional methods, such as electronic mail, are also encouraged. Alliance will identify the personnel authorized to initiate maintenance trouble calls.

8.3.2 Escalation Procedure

The AVVC provider shall identify the internal escalation procedure for support trouble calls that have been unresolved beyond the threshold of their response time definition (i.e. critical, urgent, and routine). This escalation procedure shall also identify contact points for the Alliance staff, and the time intervals the AVVC provider recommends for contact.

8.4 Support Services Response Time Objectives

8.4.1 Critical Response Time

AVVC providers shall provide a four (4) hour response time for VTC –room service-affecting calls that Alliance classifies as "**critical**". This response time shall be clock time, not business hours, and shall be applicable on a 24 hours/day, 7-days/week basis. "Response" is defined as a qualified technician on-site **within a four-hour period** if the trouble cannot be cleared via remote support.

8.4.2 Routine Response Time

AVVC providers shall provide a twenty-four (24) hour response time for classroom service-affecting calls that Alliance classifies as "**routine**". This response time shall be clock time, not business hours, and shall be applicable on a weekday basis. "Response" is defined as a qualified technician on-site **within the twenty-four hour period** if the trouble cannot be cleared via remote maintenance.

8.4.3 Support Services Activity Log

Alliance requires the AVVC provider to provide and maintain a current site log that records **all** support service activities including responsible personnel (technician(s)), corrective actions description, equipment replacement, and additional/added equipment.

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End of Alliance AVVC RFP Specifications

Attachment I – Financial Proposal

AVVC respondents will be provided the electronic copies in Excel format of the financial response form presented below. Respondents may utilize manufacturer configuration tools but the information must be transitioned to the spreadsheet provided.

Respondents should change the description as appropriate and insert additional items at the location of “Other” in the spreadsheet.

While every effort was made to ensure that formulas are correct, respondents should verify.

Item Description	Manufacturer	Model Number	Qty	Per Each Cost	Extended Costs	Annual Maintenance After Year One
4600 Large Training Room 104/105						
Video teleconferencing (VTC) system			2	\$0.00	\$0.00	\$0.00
VTC furniture/enclosure with casters, PDU, and retractable monitor screen			2	\$0.00	\$0.00	\$0.00
Ceiling Mounted Projector			2	\$0.00	\$0.00	\$0.00
Audio System			2	\$0.00	\$0.00	\$0.00
Camera System			4	\$0.00	\$0.00	\$0.00
Audio/Video Capture			2	\$0.00	\$0.00	\$0.00
Document Camera			2	\$0.00	\$0.00	\$0.00
7" Touch Panel Controller			2	\$0.00	\$0.00	\$0.00
Power Distribution Unit			2	\$0.00	\$0.00	\$0.00
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Large Training Room					\$0.00	\$0.00
4600 Board Room 208						
Video teleconferencing (VTC) system			1	\$0.00	\$0.00	\$0.00
VTC furniture/enclosure with casters, PDU, and retractable monitor screen			1	\$0.00	\$0.00	\$0.00

Audio System				\$0.00	\$0.00	\$0.00
Camera System			1	\$0.00	\$0.00	\$0.00
LCD (~55")			3	\$0.00	\$0.00	\$0.00
Audio/Video Capture			1	\$0.00	\$0.00	\$0.00
7" Touch Panel Controller			1	\$0.00	\$0.00	\$0.00
Power Distribution Unit			1	\$0.00	\$0.00	\$0.00
Ceiling Mounted Projector			1	\$0.00	\$0.00	\$0.00
Electrically operated retractable projector screen			1	\$0.00	\$0.00	\$0.00
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Board Room					\$0.00	\$0.00
4600 Small Conference Room 260						
LCD (~55")			1	\$0.00	\$0.00	\$0.00
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Small Conference Room					\$0.00	\$0.00
4600 Front Corner Conference Room 252						
LCD (~55")			1	\$0.00	\$0.00	
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00

Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Front Corner Conference Room					\$0.00	\$0.00
4600 Director's Office Room 236						
LCD (~55")			1	\$0.00	\$0.00	
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Director's Office					\$0.00	\$0.00
4600 Director's Conference Room 237						
LCD (~55")			1	\$0.00	\$0.00	
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Director's Conference Room					\$0.00	\$0.00
4600 Computer Training Room 203						
Portable SmartBoard			1	\$0.00	\$0.00	\$0.00
Ceiling Mounted Projector			1	\$0.00	\$0.00	\$0.00
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00

Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Large Training Room					\$0.00	\$0.00
4600 Digital Signage Locations						
Digital Signage Console/ Server			1	\$0.00	\$0.00	\$0.00
Digital Signage Software			1	\$0.00	\$0.00	\$0.00
First Floor Reception LCD			1	\$0.00	\$0.00	\$0.00
First Floor Reception LCD Mounting Bracket			1	\$0.00	\$0.00	\$0.00
Second Floor Break Room LCD			1	\$0.00	\$0.00	\$0.00
Second Floor Break Room LCD Mounting Bracket			1	\$0.00	\$0.00	\$0.00
Second Floor Lobby LCD			1	\$0.00	\$0.00	\$0.00
Second Floor Lobby LCD Mounting Bracket			1	\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total Digital Signage Locations					\$0.00	\$0.00
5000 Falls of Neuse Road Executive Conference Room						
Video teleconferencing (VTC) system			1	\$0.00	\$0.00	\$0.00
VTC furniture/enclosure with casters, PDU, and retractable monitor screen			1	\$0.00	\$0.00	\$0.00
Audio System			1	\$0.00	\$0.00	\$0.00
Camera System			1	\$0.00	\$0.00	\$0.00
LCD (~55")			1	\$0.00	\$0.00	\$0.00
Audio/Video Capture			1	\$0.00	\$0.00	\$0.00
7" Touch Panel Controller			1	\$0.00	\$0.00	\$0.00
Power Distribution Unit			1	\$0.00	\$0.00	\$0.00

Ceiling Mounted Projector			1	\$0.00	\$0.00	\$0.00
Electrically operated retractable projector screen			1	\$0.00	\$0.00	\$0.00
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total 5000 Falls of Neuse Executive Conf. Rm					\$0.00	\$0.00
5000 Falls of Neuse Rd Reception						
LCD -55"			1	\$0.00	\$0.00	\$0.00
LCD Mounting Bracket			1	\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total 5000 Falls of Neuse Reception					\$0.00	\$0.00
5000 Falls of Neuse Rd Break Room						
LCD -55"			1	\$0.00	\$0.00	\$0.00
LCD Mounting Bracket			1	\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total 5000 Falls of Neuse Break Room					\$0.00	\$0.00
521 N. Brightleaf Boulevard						

Video teleconferencing (VTC) system			1	\$0.00	\$0.00	\$0.00
VTC furniture/enclosure with casters, PDU, Retractable monitor screen			1	\$0.00	\$0.00	\$0.00
Audio System			1	\$0.00	\$0.00	\$0.00
Camera System			1	\$0.00	\$0.00	\$0.00
LCD (~55")			1	\$0.00	\$0.00	\$0.00
Audio/Video Capture			1	\$0.00	\$0.00	\$0.00
7" Touch Panel Controller			1	\$0.00	\$0.00	\$0.00
Power Distribution Unit			1	\$0.00	\$0.00	\$0.00
Ceiling Mounted Projector			1	\$0.00	\$0.00	\$0.00
Electrically operated retractable projector screen			1	\$0.00	\$0.00	\$0.00
Faceplates and modules				\$0.00	\$0.00	\$0.00
Cables/Wiring				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Other				\$0.00	\$0.00	\$0.00
Sub - Total Hardware and Software					\$0.00	\$0.00
Installation				\$0.00	\$0.00	
Configuration				\$0.00	\$0.00	
Training				\$0.00	\$0.00	
Sub - Total Labor				\$0.00	\$0.00	\$0.00
Total 521 N. Brightleaf Boulevard					\$0.00	\$0.00
Total Project Hardware & Software					\$0.00	
Total Project Labor					\$0.00	
Total Project					\$0.00	
Other Equipment						
Mobile SmartBoard and Cabinet				\$0.00	\$0.00	\$0.00
Manually Operated Projector Screen				\$0.00	\$0.00	\$0.00

Attachment II – Annual Financial Report

As all bids will eventually become public, respondents may mark this information “confidential” and place in a sealed envelope in the appropriate section of the response.